

The Tempe Way



MISSION:

To make Tempe the best place to live, work and play.

VALUES:

People... Integrity... Respect... Openness... Creativity... Quality...

TEMPE TEST:

Have I done everything today The Tempe Way?

DEVELOPMENT SERVICES MANAGER

Purpose:

To actively support and uphold the City's stated mission and values. To plan and manage the activities and operations of the Development Services Department, which includes the Development Customer Service Center, Building Safety & Permits Division, Planning, Zoning and Design Division and the Housing, Redevelopment and Neighborhood Planning Division. This position provides visionary, innovative leadership, which encourages and recognizes creativity, innovation, flexibility and facilitation of the highest level of service to the Department customers, both internal and external. Management of the Department is provided by this position with guidance from the City Manager and the support and feedback of the Department staff.

Supervision Received and Exercised:

Receives administrative direction from the City Manager.

Exercises direct supervision over professional, technical and clerical staff.

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Facilitate the provision of the highest level of quality customer service possible for Department's customers. Insure that the Departments customers are provided service in the most courteous, friendly and facilitory manner possible.
- Develop, plan, implement and manage Department goals and objectives consistent with the City's development plans; develop, implement and manage new approaches to simplify, enhance and facilitate the delivery of the Department's services.
- Provide visionary, innovative leadership, which encourages and recognizes creativity, innovation and flexibility at all levels of the development process.

Effective July 2000

Revised July 2002 Range change

Revised May 2003 Range change

CITY OF TEMPE

Development Services Manager (continued)

- Establish policies, approaches, philosophies, mission and program goals for housing, redevelopment, community planning, development plan review and inspections which facilitate the highest level of customer service.
- Proactively resolve difficult and sensitive inquiries, complaints and requests for services from citizens, developers, architects, engineers, applicants, housing clients and landlords in an open and creative manner.
- Communicate and work in partnership with and provide information to the development community and the public regarding current and proposed private and public planning, development and housing projects.
- Guide developers through the development process; coordinate site selection, negotiations, land assembly and project funding; oversee projects to ensure compliance with contract and all applicable City codes and ordinances, state and federal law; establish control systems to ensure timely and effective project implementation.
- Advise, consult and provide information to the City Manager regarding housing, redevelopment, community planning and design, building permitting and construction issues and policies; make presentations and respond to City Council inquiries regarding sensitive or high profile development proposals, projects and applications of City Codes.
- Manage the development and administration of the Department budget; direct the forecast of funds, staffing needs, revenues, equipment, materials and supplies; review and approve plans, proposals and cost estimates for planned development projects; review new and revised ordinance proposals related to the development process; research and evaluate development needs, recommend feasible projects which meet community development needs.
- Represent the City, or delegate such authority, in interactions with the community, local, state and federal agencies, professional organizations, other city departments/divisions and the general public.
- Select, train, motivate and lead staff; evaluate personnel to recognize full or exceptional performance; counsel employees to correct deficiencies; solicit meaningful feedback from Department employees on policies and procedures; implement discipline and termination procedures as necessary.
- Serve as faculty of the Tempe Learning Center.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Effective July 2000

Revised July 2002 Range change

Revised May 2003 Range change

CITY OF TEMPE
Development Services Manager (continued)

Experience:

Seven years of increasingly responsible administrative experience in municipal planning, economic development, redevelopment, code administration, private development or housing programs including two years of pivotal responsibility managing and implementing the development process.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in urban planning and design, architecture, engineering, public or business administration or a related field. A Master's degree is desirable.

Licenses/Certifications:

Possession of, or the ability to obtain, a valid Arizona driver's license.

This position is unclassified, which means the employee or the City can terminate the employment relationship at any time, for any or no reason, with or without cause or notice.

Job Code: 0240

Salary Range: 165

Compensation Plan: E40 /Executive

FLSA: Exempt